

Secure Site Training



Crime Records Division
Compliance & Training Bureau
Ph: 512-424-2474, option 3

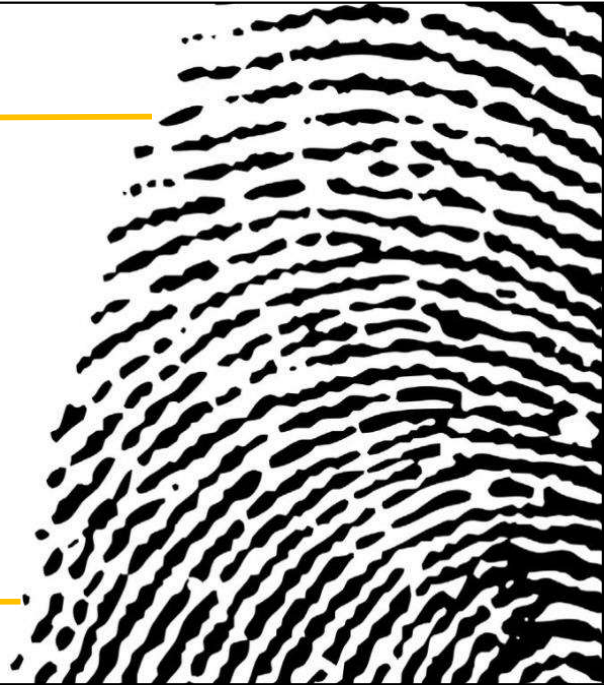


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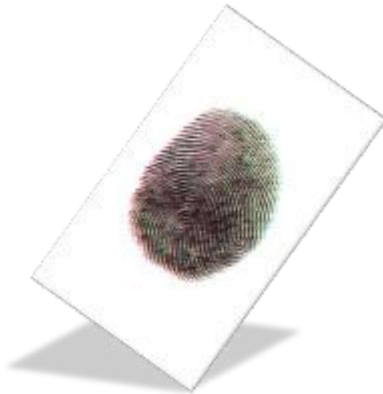
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Secure Site Units



All units work together to provide agencies access to Criminal History Record Information (CHRI) from the Secure Site.

- *Access and Dissemination Bureau*
 - Fingerprint Services Unit
 - Criminal History Inquiry Unit
 - Billing Unit
 - ADB Support Unit
- *Compliance and Training Bureau*
 - Non-Criminal Justice Audit and Training Unit



These all the units that would together to make sure we can assist you.

- Fingerprint Services Unit: Helps with fingerprint rejects, problems with the FACT clearinghouse, service codes and FRB status problems.
- Criminal History Inquiry Unit: Open/Closes accounts, adds/removes users, unlocks accounts, helps with legislative authority.
- Billing Unit: Billing issues if your agency gets billed.
- ADB Support Unit: Fingerprinting vendors, locations, complaints, suggestions.

Laws And Policies



411 Texas Government Code

- **GC §411.084 Use of Criminal History Record Information**
 - (a-1) The term "criminal history record": The information contained, wholly or partly, in a document's original form or any subsequent form or use
 - (c) An agency or individual may not confirm the existence or nonexistence of criminal history record information to any person that is not eligible to receive the information
- **GC §411.085 Unauthorized Obtaining, Use, or Disclosure of Criminal History Record Information; Penalty.**
 - Class B Misdemeanor
 - Second Degree Felony
- **Do you know your 411 Texas Government Code?**
 - **411.097** statute grants your agency access to the DPS Secure Site for the retrieval of restricted criminal history record information (CHRI)
 - <https://statutes.capitol.texas.gov/>

Your Texas government code is 411.097 it is a good idea to print this code or save it in a DPS non criminal justice

folder: <https://statutes.capitol.texas.gov/Docs/GV/htm/GV.411.htm#411.097>

Laws And Policies



Access and Dissemination Policy – Located on the Secure Site and the Launch Pad

- **Access by Criminal and Non-Criminal Justice Entities**
 - Legislative Authority for Criminal and Non-criminal Justice Entities' Access
 - Agency User Agreements
- **Personnel Security**
 - Authorized Users
 - User Identifier
 - Personnel Sanctions
- **Facility And Information Security**
 - Facility Security Standards
 - Physical Protection
 - Information Security Standards
 - Media Protection
- **Criminal History Record Information**
 - Obtaining, Use and Dissemination of Criminal History Record Information
 - Dissemination is **Restricted**
 - FACT Clearinghouse Subscriptions
 - Unsubscribe to individuals who are no longer associated with the agency within 72 hours.
- **Incident Response Policy**
 - Reporting Security Events
- **Criminal Justice Information Services (CJIS) Security Policy**
 - CSP Version 5.9.2
 - Security Audits

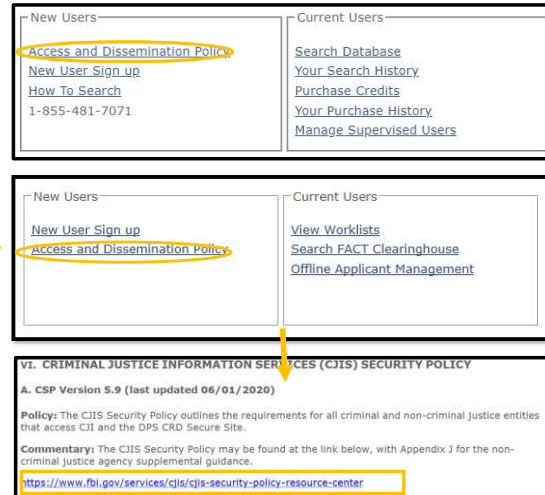
The FBI requires that DPS has security policies that is the Access and Dissemination Policy the FBI also requires you to have policies, these are different policies that your agency should have in place if your are access CHRI. We have a sample in our CJIS launch pad you also have to have an incident reporting form in place. CJIS Launch Pad <https://texas.cjisapps.com/noncrim/launchpad/cjisdocs/docs.cgi>

Laws And Policies



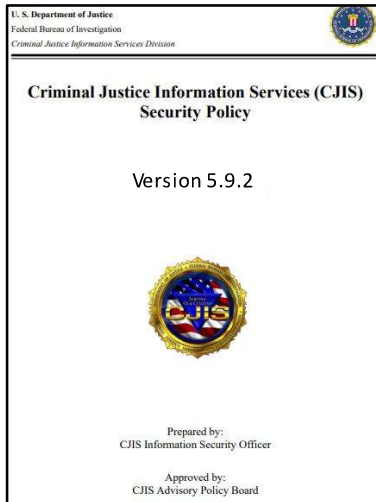
How to Find the Access and Dissemination Policy and how to Find the Criminal Justice Information Services (CJIS) Security Policy :

- Select Criminal History Search or FACT Clearinghouse
- Select A&D Policy under “New Users”
- Scroll to the bottom of page for CJIS Security Policy and open FBI link.



This is where you find the access and dissemination policy that outlines the minimum standards for security, make sure all your users and IT know what this is. The link is open to the public and at the very bottom of the policy you will find a link to the CJIS security policy which will give you a more detailed view at certain aspects.

Laws And Policies



CJIS Security Policy

- Is provided by the FBI for all agencies with access to CHRI.
- The Access and Dissemination Policy cites the CJIS Security Policy.
- The FBI along with DPS will audit agencies.

This is the FBI Security policy it outlines the minimum standards for security, anyone who access Fingerprinting (FACT) should be aware of for their future audits. Some of the policies you want to review are for example an Outsourcing Agreement, FIPS 140-2, and CJIS Security Awareness Training. <https://le.fbi.gov/cjis-division/cjis-security-policy-resource-center>

Laws And Policies



CJIS Policies – Sample Policy is Available

- **Agencies will need to implement the following:**
 - Policy for the discipline of CJIS violators. **(CSP 5.12.4)**
 - Physical protection policy to ensure Criminal Justice Information (CJI) is secured. (Access to secure areas) **(CSP 5.9)**
 - Protection and procedures policy to ensure digital and physical media in all forms is secured **(CSP 5.8)**
 - Policy and procedures for the sanitization and destruction of electronic media **(CSP 5.8.3)**
 - Policy and procedures for the disposal and destruction of physical media **(CSP 5.8.4)**
 - Incident response policy **(CSP 5.3 & 5.13.5)**

If you do not have policies, we have policies in our CJIS launch pad.

Laws And Policies



CJIS Policies – **Sample Policy** is Available

- Sample policy and Incident Reporting form both found on CJIS launch pad.

TEXAS DEPARTMENT OF PUBLIC SAFETY	
CJIS LAUNCH PAD	
POWERED BY PEAK PERFORMANCE SOLUTIONS	
CJIS Documents	
Launch Pad Home	
<ul style="list-style-type: none">FACT - Fingerprinting (9)Outsourcing Standard (8)Access & Dissemination PolicyCJIS Systems Access PolicyDPS Secure Site Contact InformationIncident Reporting FormNCJU Audit Evaluation FormNCJU Training Evaluation FormSecure Website Training Reference Manual	<ul style="list-style-type: none">Name Based (4)Best Practices for Electronic StorageDeactivation FormEnd of Life OS - Vista-XPManagement Control Agreement (Criminal Justice Only)NCJU Audit PacketSample 'Written Policy'Security Addendum (Criminal Justice Only)
COPYRIGHT © 2023 PEAK PERFORMANCE SOLUTIONS	

Agency INCIDENT REPORTING FORM

DATE OF REPORT (MM/DD/YYYY): _____

DATE OF INCIDENT (MM/DD/YYYY): _____

NAME: _____

PHONE: _____

EMAIL: _____

LOCATION(S) OF INCIDENT: _____

AREA AFFECTED: _____

METHOD OF DETECTION: _____

DESCRIPTION OF INCIDENT (e.g. access, use, retention, dissemination etc.): _____

ACTIONS TAKEN/RESOLUTION: _____

CONTACT:

Attn: Erika Stiggers

Crime Records Division

Compliance & Training Bureau

Audit and Training Unit

Texas Department of Public Safety

Email: CJIS.Audit@dps.texas.gov

Fax: 512-424-2909

Access to CHRI



Least Privilege – CJIS Security Policy 5.5.2.1

- The agency shall enforce the most restrictive set of rights/privileges or access needed by users for the performance of specified tasks.
 - The agency shall implement least privilege based on specific duties, operations, or information systems as necessary to mitigate risk to CJI.
 - This limits access to CJI to only authorized personnel **with the need and the right to know.**



Access to CHRI



Access to Physical Media and Digital Media

Sign In

User ID

Password

Sign In

[Forgot your Password?](#)

[Forgot your User ID?](#)

[New User Sign up](#)

Restricted Access

Users may only access this site with an assigned User ID. No person is permitted to use this site using another person's User ID and Password.

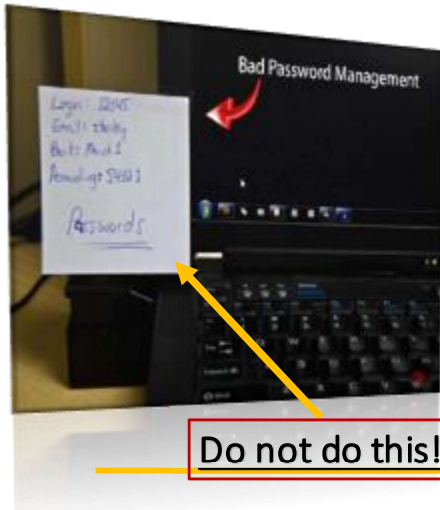
This system is restricted to authorized users only. System usage will be monitored, recorded, and subject to audit. Unauthorized access, use or misuse of the system is prohibited and may result in criminal and/or civil penalties. Use of the system indicates consent to monitoring, recording, and audit.

☐ I agree

- Read and select “I agree” for Restricted Access Notification.
- Only individuals who are authorized to view CHRI may have access.
- Individuals who have completed the CJIS Security Awareness Training are considered authorized. *(FP agencies only)*
- **Do not** share your credentials that grant you access to the Secure Site.

Every time you enter our secure site you are agreeing to not share CHRI with anyone unauthorized and to no share your credentials with anyone.

Access to CHRI



Acceptable Password Management

- Notebooks, locked up securely
- Excel spreadsheets with encryption
- Password managers with encryption
- **Do not** auto-save, auto-fill or share passwords.
- Memorized secret verifiers shall not permit the subscriber to store a "hint" that is accessible to an unauthenticated claimant.

Additional compliance items:

- A session lock shall be in place of 30 minutes or less.
- Computer monitors shall be positioned to prevent the unauthorized viewing of CHRI, if this is not possible privacy screen protectors shall be in place.

Access to CHRI



Physical Access to Secured Areas – CJIS SP 5.9

Secured Area is where the CHRI is retrieved, viewed, and stored

- Control all physical access points for secured areas
- Authenticate visitors prior to access
- Escort visitors at all times
- Control access for data closet containing the network servers
- Secure print for network printer (password)

<https://admit.ucdavis.edu/tech-tips/how-secure-print>



Schools are allowed to print but after you make a hiring decision you must destroy, retention is not allowed or necessary. The FACT is a live system that will update you, printing something out makes that record outdated.

Required Training

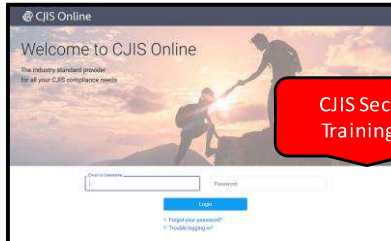


Secure Site Training Modules

- All modules must be completed prior to usage of the Secure Site.
- Depending on the status of the user, some will take more modules than others.
- Modules will train the user how to use the Secure Site.
- It is a one-time exam per module unless there is an update. You may review modules at anytime.

Course Description	Status	
Criminal History - 1. Introduction and Overview	PASS	Training
Criminal History - 2. Account Management	PASS	Training
Criminal History - 3. Handling Information	PASS	Training
Criminal History - 4. Name-Based Searches	PASS	Training
Criminal History - 6. FACT Clearinghouse	PASS	Training

Required Training



CJIS Security Awareness Training is now ANNUAL

Level 1 is now

Level 2 & 3 are now

Level 4 is now

LASO

Security and Privacy: Basic Role	Personnel with Unescorted Access to a Physically Secure Location (This level is designed for people who have access to a secure area but are not authorized to use CJI)
Security and Privacy: General Role	All Personnel with Access to CJI (This level is designed for people who are authorized to access an information system that provides access to CJI)
Security and Privacy: Privileged Role	Personnel authorized to perform security-relevant functions (This level is designed for all information technology personnel including system administrators, security administrators, network administrator, etc...)
Security and Privacy: Security Role	Organizational Personnel with Security Responsibilities (This level is designed for personnel with the responsibility to ensure the confidentiality, integrity, and availability of CJI and the implementation of technology in a manner compliant with the CJIS Security Policy)

IT must have "Privileged Role" training and be fingerprinted, all users of the FACT clearinghouse along with anyone you share the information with such as your supervisors, superintendents, or principals that make hiring decisions must take "General Role" training.

Secure Site

My Account

Navigation Area

- Select "My Account"

Data Users and Supervisors:

- Must complete training.
- Sign Agreements, if not, data user will be locked out.
- If supervisor does not sign, both will be locked out.

My Account

Organization / Company

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

My Profile

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Agreements](#)
- [User Training](#)

Account Security

- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

Criminal History Search

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

Supervisors:
View Data Users for the Organization.
Ensure everything is current

Supervisors:
Monitor searches and
manage users.





Supervisors – Manage Users

- My Account
 - Manage Supervised Users
 - Select Display all Accounts
 - Active data users should be “Supervised by me”
 - If data users are not supervised, they will be locked out.


CCH Supervised Users

☒ Display accounts supervised by me.
☐ Display accounts without a supervisor.
☐ Display all accounts.
☒ Only active users


[Continue](#)

User Details	User Status	Supervisors	Supervision
Doe, John jdoe@organization.org 123 Main St, Hometown, TX 77777 Phone: 123 456-7890	ACTIVE	Doe, John	Supervised by me <input checked="" type="checkbox"/> Update

Secure Site



Texas Department of Public Safety
Courtesy ~ Service ~ Protection



[TXDPS CRS](#) | [TXDPS CRIME RECORDS SERVICE](#)

[Sign out](#) | [Support](#) | [Print](#)

Crime Records Service

Account Management

New User Sign up

My Account

Message Center

Help & Support

Managed Supervised Users Guide

Additional Services

Criminal History Search

Sex Offender Registry

FACT Clearinghouse

CJ Rap Back Program

Other Services & Information

TxDPS Crime Records Service Secure Website

Computerized Criminal History Search
Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities.

Texas Sex Offender Access for Criminal Justice Users
Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry.

F.A.C.T. Clearinghouse
The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT.

Criminal Justice Rap Back Program of Texas
The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints.

Related Services and Websites

- [TxDPS Website](#)
- [TxDPS CRS Public Website](#)
- [Texas.gov](#)
- [Missing Persons Clearinghouse](#)

Access to CHRI



Name-Based (Computerized Criminal History Search)

- Name-based searches are Soundex Texas only searches
- An application must be received prior to searching an individual
 - This applies to employment, volunteers, and contractors we must have documentation BEFORE the search.
- 4.2.5.1 Justification - All users shall provide a reason for all III inquiries
 - Agency must keep CCH Verification forms or logs for all searches made in this system for audit purposes
 - This is not a consent form
- Name-based searches cannot be disseminated
 - Fingerprint results are a true identity
 - TXI Review

Account Management

[New User Sign up](#)
[My Account](#)
[Message Center](#)
[Help & Support](#)
[Managed Supervised Users Guide](#)

Additional Services

[Criminal History Search](#)
[Sex Offender Registry](#)
[FACT Clearinghouse](#)
[CJ Rap Back Program](#)
[Other Services & Information](#)

TXI reviews are an alternative to the FACT clearinghouse they are a one-time search that can be used to verify identity or if the applicant wants a copy of their rap sheet.

Secure Site

Name-Based Searches

- Navigation Area
 - Criminal History Search
 - Search Database
 - Read and agree to Caveats
 - Begin name-based search

Caveats

It is your responsibility to make sure the records you access through this site pertain to the person about whom you are seeking information. Extreme care should be exercised in using any information obtained from this Web site. Neither the DPS nor the State of Texas shall be responsible for any errors or omissions produced by secondary dissemination of this data.

DPS cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, date of birth and other alphanumeric identifiers are not always accurate. The only way to positively link someone to a criminal record is through fingerprint identification.

The unauthorized use or disclosure of information contained in this Web site may result in severe criminal penalties. See Section 411.085 of the Texas Government Code.

Criminal History Search Results will be available from the Search History page for 7 days from the date searched. After this period requests must be submitted as a new search.

I have read and agree to the above statements ☐

[Continue](#)

Criminal History Search
Search by Name | Search by SID | Search by TRX | Upload Batch

Name to Search:

Instructions: When entering names do not enter nicknames. You can enter a hyphenated name by separating the names using a hyphen. (Example: "JONES-SMITH"). The system will search for all combinations of names. The system will execute your search both with and without a middle name.

Last Name (Required)

First Name (Required)

Middle Name

Date of Birth (Optional)

Instructions: When searching with a complete birth date, the system will match on records with an exact birth date, a month & day match or a year-only match. Valid input options are: (a) Year, Month & Day; (b) Month & Day; (c) Year-Only.

Year

Month

Day

[Continue](#)

Advanced Options

Instructions: Enable this option if you plan on performing multiple name searches. This will allow you to enter all your searches and process them all at once.

Enable Multi-Entry Searches ☐

Search Identifier (Optional)

Instructions: You can use the "Search Identifier" as a way to locate this search at a later time. A common use is to enter an Employee ID.

Search Identifier

Caveats remind you of penalties of misuse. You can't share log in and you can only use for your 411 code. Search Id: Maiden name, position, it will just be on that one record so it will show up on the search history.

Access to CHRI



Name-Based



DPS Computerized Criminal History (CCH) Verification
(AGENCY COPY)

I, JOHN DOE, acknowledge that a Computerized Criminal History (CCH) check may be performed by accessing the Texas Department of Public Safety Secure Website and may be based on name and DOB identifiers. (This is not a consent form, but serves as information for the applicant.) Authority for this agency to access an individual's criminal history data may be found in Texas Government Code 411, Subchapter F.

Name-based information is not an exact search and only fingerprint record searches represent true identification to criminal history record information (CHRI). therefore the organization conducting the criminal history check is not allowed to discuss with me any CHRI obtained using the name and DOB method. The agency may request that I also have a fingerprint search performed to clear any misidentification based on the result of the name and DOB search.

In order to complete the fingerprint process I must make an appointment with the Fingerprint Applicant Services of Texas (FAST) as instructed online at www.dps.texas.gov/CrimeRecords or by calling the DPS Program Vendor at 1-888-467-2080, submit a full and complete set of fingerprints, request a copy be sent to the agency listed below, and pay a fee of \$25.00 to the fingerprinting services company.

Once this process is completed the information on my fingerprint criminal history record may be discussed with me.

(This copy must remain on file by this agency. Required for future DPS Audits)

Signature of Applicant or Employee (optional): _____
Date: _____

123 AGENCY
Agency Name (Please print)

HUNGRY HIPPO
Agency Representative Name (Please print)

HUNGRY HIPPO
Signature of Agency Representative

06/01/23
Date

Please:
Check and Initial each Applicable Space

CCH Report Printed:
YES ☒ NO ☐ H.H. initial

Purpose of CCH: Applicant: Administrator

Emp'd ☒ Vol/Contractor ☐ H.H. initial

Date Printed: 06/01/23 H.H. initial

Destroyed Date: 06/02/23 H.H. initial

Retain in your files

CCH Verification Log- Non Criminal Justice

NO.	Search Date	NAME	Purpose of CCH	Reference #	CCH Printed	INTL	Date Printed	Date Destroyed	INTL
1	06/01/23	JOHN DOE	Applicant: Administrator	123	YES	NO	H.H.		
2	06/01/23	JANE DOE	Applicant: Administrator	123	YES	NO	H.H.	06/01/23	H.H.
3					YES	NO			
4					YES	NO			
5					YES	NO			
6					YES	NO			

- First paragraph of the CCH verification form states “This is not a consent form but serves as information for the applicant.”
- On the CCH Verification form the signature of the applicant is optional. Everything else on that form MUST be filled out.
- On the CCH Verification log everything must be filled out. Can be kept electronically.

Secure Site




Fact Clearinghouse

Crime Records Service Administration Account Search Account Approval Account Management New User Sign up My Account Message Center Help & Support Managed Supervised Users Guide Additional Services Criminal History Search Sex Offender Registry FACT Clearinghouse CJ Rap Back Program Other Services & Information	TxDPS Crime Records Service Secure Website Computerized Criminal History Search Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities. Texas Sex Offender Access for Criminal Justice Users Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry. F.A.C.T. Clearinghouse The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT. Criminal Justice Rap Back Program of Texas The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints. Related Services and Websites <ul style="list-style-type: none">• TxDPS Website• Texas.gov• TxDPS CRS Public Website• Missing Persons Clearinghouse
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Fact Clearing house: It is fingerprinting even if you use the name to search feature.

Secure Site



Texas Department of Public Safety
Courtesy - Service - Protection

TXDPS.CRD | FACT CLEARINGHOUSE

[Sign out](#) | [Support](#) | [Print](#)

FACT Clearinghouse

[Home](#)

[View Workflows](#)

[Search FACT Clearinghouse](#)

[Subscription Summary](#)

[Clearinghouse Search History](#)

[Purchase Credits](#)

[Notification Settings](#)

[Offline Applicant Management](#)

[Additional Resources](#)

FACT Clearinghouse

Validations Initiated for the TX DPS Secure Site FACT Clearinghouse

The validation process has been implemented in the TX DPS Secure Site FACT Clearinghouse and agencies will be required to validate their subscriptions beginning January 2023. The subscriptions that are not validated will be automatically unsubscribed for both Texas and FBI subscriptions.

The expiration dates for subscriptions are based on the date the subscription was created or when the subscription was last validated.

- Subscriptions created and validated prior to January 15, 2018 - These subscriptions are set to expire on January 1, 2023.
- Subscriptions created and validated ON or AFTER January 15, 2018 - These subscriptions will expire 5 years from the date the subscription was created, or the date the subscription was validated.

This applies to all subscriptions, including those that are not currently enrolled in the FBI Rap Back Program. The following will assist agencies with determining which subscriptions need to be validated and when the subscriptions are set to expire. You can find more information about the notice in this message center via the link <https://securestate.dps.texas.gov/DesWebsite/Messaging/>.

If you have any questions regarding validation, please contact our Fingerprint Services Unit at Fingerprint.Services@dps.texas.gov or at 512-424-2473, option 6.

TX DPS Secure Site FACT Clearinghouse Updates

The TX DPS Secure Site FACT Clearinghouse has recently been updated and information regarding these updates are available in the "Message Center" within the TXDPS Secure Site.

If you have any questions regarding the updates, please contact our Fingerprint Services Unit at Fingerprint.Services@dps.texas.gov or at 512-424-2473, option 6.

New Users

[New User Sign up](#)


[Access and Dissemination Policy](#)

Current Users

[View Workflows](#)

[Search FACT Clearinghouse](#)

[Offline Applicant Management](#)



FACT Clearinghouse

[Home](#)

[View Workflows](#)

[Search FACT Clearinghouse](#)

[Subscription Summary](#)

[Clearinghouse Search History](#)

[Purchase Credits](#)

[Notification Settings](#)

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[Additional Resources](#)

Search FACT Clearinghouse

[View Workflows](#)

Applicant Search

Read Me

You can search for applicants directly associated with your organization or for applicants in the FACT Clearinghouse that are indirectly associated with your organization.

Once an applicant has been found, you may review their Consolidated Record and then optionally subscribe to their record.

If you are unable to locate an applicant, they may not be part of FACT Clearinghouse or may be under a different name or not accessible to your agency.

Name to Search

Instructions

When entering names, do not enter nicknames or initials.

Last Name (Required)

First Name (Required)

Date of Birth Year

Date of Birth Month

Date of Birth Day

[Search](#)

SID Search

Notes

The SID is a unique ID assigned by DPS. If you know this value, this is the best method for locating an applicant.

SID (Required)

[Search](#)

Driver's License Search

Instructions

When entering the driver's license do not enter the state, only enter the number or alphanumeric portion (depending on the issuing state).

"Name to search" in the **FACT Clearinghouse** is not the same thing as a name-base search (CCH)

FACT "Name to Search" = Fingerprints

Criminal History Search "Name to Search" = Soundex Search

Access to CHRI



Fingerprinting

- Please ensure to use the correct Service Code & ensure your agency's Service Code is not shared or online.
- **For all contractors must use Local Education Entity (LEE) pass do not upload to TEA**
- A completed application must be received prior to fingerprinting an individual
- **Results may not be disseminated to unauthorized individuals**
- You may only disseminate **fingerprint results** to the individual of the record
 - Recommend having a release form
 - In person
 - Certified Mail
 - **Do not** disseminate over the phone
 - **Do not** send by email unless encrypted
- Your agency will receive FBI results and live Texas CHRI
- Unsubscribing to the individuals who are no longer with the agency is a requirement.
 - GC § 411.0845
 - **Unsubscribe within 3 business days per the Access & Dissemination Policy, have procedures to unsubscribe within 3 business days to contractors & substitute teachers.**



All contractors should be fingerprinted using the LEE pass NOT uploaded to TEA only employees should be uploaded to TEA

Access to CHRI



Fingerprinting

- Volunteers:
 - Make sure you have an application, that application must show a date when their volunteering ends and make sure you unsubscribe within 3 business days of separation. Due to the complexity of this requirement, we recommend only running CCH on volunteers and logging the search in a CCH verification form or log.
- Contractors:
 - School districts or charter school must be fingerprinted before beginning work, if the contractor
 - 1) will have continuing duties related to the contracted services, and
 - 2) will have the opportunity for direct contact with students.
 - Pursuant to §22.08341(c), the requirement does not apply to a contractor that performs construction, alteration, or repair of an instructional facility if the contractor uses separate sanitary facilities, installs a barrier fence, and has a policy that employees may not interact with students or enter areas used by students.
 - Schools may fingerprint a contractor and/or contractor's employees using the Local Education Entity (LEE) Fast Pass option. In this situation, all districts and charters will be able to view individuals printed with the LEE pass, and also create subscriptions in the DPS FACT Clearinghouse under the authority of TGC 411.097/Public Law 92-544. **DO NOT SHARE CHRI WITH CONTRACTORS**

All contractors should be fingerprinted using the LEE pass NOT uploaded to TEA only employees should be uploaded to TEA if you do not have a LEE pass please contact our fingerprint service unit.

For contractors the "and" in the statute means they have to meet both conditions:

1. Continuing duties it can not be a one time service, it has to be recurrent and continuing.
2. Will have the opportunity for **direct contact** with students.

Security and Storage



Physical Media

- Printed and stored CHRI will need to be locked at all times. Only **authorized individuals** shall have keys for locked CHRI.
 - **Do not** keep/store any physical CHRI, we recommend disposing once your decision has been made. FACT Clearinghouse is live data, storage is not necessary/recommended.
 - **Do not** comingle CHRI in personnel files.
 - **Criminal History Record Information (CHRI)** — A subset of CJI. Any **notations** or other written or electronic evidence of an arrest, detention, complaint, indictment, information or other formal criminal charge relating to an identifiable person that includes identifying information regarding the individual as well as the disposition of any charges
 - **Do not** keep any kind of log tracking an individual's criminal history search results .
 - **Do not** keep any file management with notations about criminal history.
 - **Do not** keep any “passed or failed criminal history check” lists or checklist
 - If you keep any of the listed, you must treat them as CJI and **retain/secure according to your statute (411.097) and CJIS SP.**

Security and Storage



Digital Media – Part 1:

- **State of Texas - CJIS Security Policy**
The Texas Department of Public Safety (DPS) embraces the FBI CJIS Security Policy (CSP) as the security policy for the State of Texas
- **System Updates**
All components of IT systems with CJIS connectivity shall be updated with all available Security Hot fixes, Updates and Patches within 30 days of availability. This applies to workstations, servers, laptops, switches, routers, and all other managed IT equipment
- **End of Life Equipment**
All IT systems with CJIS connectivity shall be replaced within 6 months of becoming "end of life", or no longer supported by the manufacturer with Security Hot fixes, Updates and Patches. **Windows Vista, Windows XP, Windows 7, and Windows 8** are EOL-End of Life, they shall not be used for access and storing CHRI. (CSP 5.10.4.1) **macOS 10.15 (Catalina), macOS 10.14 (Mojave), macOS 10.12 (Sierra)** and older are EOL-End of Life, they shall not be used for access and storing CHRI. (CSP 5.10.4.1)
- **IT Personnel**
Will need to be fingerprinted and have the appropriate CJIS security awareness training. If they are a 3rd party contractor they will need to be vetted with an outsourcing standard agreement.

Security and Storage



Digital Media – Part 2:

- Apply routine patches to all software or components in a timely manner (CSP 5.10.4.1)
- Do not access Secure Site from public computers and personal devices
- If the Secure Site is accessed by mobile devices (Laptops) from the agency, implement the following:
 - VPN – Virtual Private Network (Laptops)
 - Restrict Wi-Fi
 - Monitor and control wireless access
 - Application that prevents CJI to be shared on personal applications (Facebook, Twitter, etc.)
 - Application for IT personnel to disable wireless device if lost or stolen
 - Mobile Device Management (Smartphones and Tablets)
 - 5.5.6.1 : BYOD (bring your own device) Shall have agency established and documented terms and Conditions and controlled per CJIS 5.13 requirements

Library, hotel, personal computers – NO

Working from home – work computer, VPN, Level 1, photos & layout

WatchGuard

Sanitization and Destruction



Physical Media

- Destroy after hiring decision has been made
- Shred, pulverize, or incinerate printed CHRI
- Destruction shall be done or witnessed by authorized individuals, otherwise an Outsourcing Standard Agreement shall be in place

Digital Media

- Sanitize or destroy all digital media containing CJJ when it's inoperable or will no longer be used by the authorized agency
 - Computers
 - Laptops
 - Tablets
 - Smartphones
 - Network Printers
- Sanitization and Destruction shall be done or witnessed by authorized individuals
- **Do not** store anything from the FACT Clearinghouse electronically

This is all required to be in your agency's CJJ Policy - in the FBI Sample Policy in the Launch Pad that you may adopt

Check your statute for retention – preferably, do not save – live in FACT

3rd party is not to shred onsite UNLESS witnessed by authorized personnel, cameras do not qualify

If taken offsite to shred, OS needed – all contractor employees to be FP through personal review – not your SC for schools – expensive

So options are to remove hard drives when necessary and physically destroy – check copier contracts for additional fees

For individuals no longer with agency, purge information unless required for retainage by your regulatory agency

Outsourcing Standard Agreement



- All outsourced vendors will have to be vetted through TX DPS and become CJIS Security Policy approved
- The following will need to be in place for an Outsourcing Standard
 - Written Request Letter
 - A completed Outsourcing Standard Agreement
 - Copy of the contract with the vendor
 - Copy of your Agency policies; documented processes your agency will use to demonstrate a regular audit review of the contractor
 - Vendors will need to be fingerprinted & take CJIS security awareness training
- After outsource vendors are approved, agency will have to
 - Conduct an audit within 90 days of the Outsourcing Standard Agreement approval date
- Depending on the services, an Outsourcing Standard Agreement can be prevented if authorized agency personnel performs or witnesses the service.

Information in the Launch Pad

To be done prior to using vendor / contractor

3rd party IT or shredding companies

Fingerprinting for school contractors – cannot use Service Code – Personal Review

Strict protocol – change employees notification within 24 hours

*It is much easier to not do the above

Copy of your Agency policies; documented processes your agency will use to demonstrate a regular audit review of the contractor

Audits coming soon!!!!

Secure Site

Clearinghouse - Worklist

Navigation Area

- Fact Clearinghouse
- View Worklist
 - Select a worklist to view



Applicants						
SID	Name	Cause Number	Event Date	Initial Response	Action	
00001234	DOE, JOHN		11/08/2017	⊙ ⊙ ⊙	Detail	Close
43210000	DOE, JANE		10/20/2017	⊙ ⊙ ⊙	Detail	Close

- Click Detail to View Record
- Click Close to remove from the “Worklist”
(Close button will NOT unsubscribe)

Worklists			
Applicant Type	Applicant Description	Worklist	Applicants
		EVENT_ALL	247
		EVENT_CCH	98
		EVENT_FBB	149
		NEW_HIT	71,161
		NEW_HIT_FBB	5,811
		NEW_HIT_SOR	87
		NEW_NOHIT	359,155
		NEW_NOHIT_FBB	31,275
		NEW_SUBSCRIPTION	224
		REJECT_CCH	776
		REJECT_FBI	3,834
		REJECT_FBI_MULTIPLE	2,714

Key

Applicant submission indicators display the HIT/NOHIT status at the time the applicant submission was processed. Current HIT/NOHIT status must be determined by reviewing the Applicant Record Detail.

Applicant Submission Indicators correspond to responses from CCH, FBI & SOR respectively.

Applicant Submission Indicators:

- ⊙ There was no criminal history in the response.
- ⊙ A Criminal History was found in the response and should be reviewed.
- ⊙ The Fingerprint event was rejected and must be resubmitted.
- ⊙ The response has not yet been submitted and/or returned.
- ⊙ After 1-month, applicant submission indicators are not available and are displayed as this indicator.

Worklist: Think of the worklist as a notification center or email inbox. When you go in there is a lot of different individuals, this is taking and showing everybody that came into your account. Whether they are getting pulled in or new fingerprinting. You need to open each one, view criminal history and close the notification or unsubscribe. After one month the circles are going to go gray. You need to make sure you get the records and verify them. The close button does not unsubscribe it just closes the notification/message they will still be in the subscription list.

Secure Site

Clearinghouse - Worklist

Navigation Area

- Fact Clearinghouse
- **Closing** from the "Worklist" will **NOT unsubscribe**

SID	Name	Cause Number	Event Date	Initial Response	Action
00001234	DOE, JOHN		11/08/2017		Detail Close
43210000	DOE, JANE		10/20/2017		Detail Close

securesite.dps.texas.gov says

This will close the applicant and cannot be undone. Subsequent close will not display this warning. Are you sure you want to close this applicant?

[OK](#)[Cancel](#)

Effective July 1st, 2021, the TX DPS Secure Site – FACT Clearinghouse will auto-close applicants that are in the following worklist(s) after 90 days:

NEW_HIT
NEW_HIT_SOR
NEW_NOHIT
NEW_OTHER
NEW_SUBSCRIPTION
NEW_HIT_FRB
NEW_NOHIT_FRB
REJECT_CCH
REJECT_FBI
REJECT_FBI_MULTIPLE

The following worklists will not auto-close and will need to be closed by your agency:

EVENT_ALL
EVENT_CCH
EVENT_FRB
EVENT_SOR

DPS still recommends closing all worklist items as soon as your agency reviews them. A reminder that the closing an applicant's record from the worklist does not disable subscriptions. To view the current subscription list for your agency, please download the "All Active Subscriptions" from the [Offline Applicant Management](#) feature.

If you have any questions, please contact our Fingerprint Services Unit by email Fingerprint.Service@dps.texas.gov or by phone 512-424-2474 – Option 6.

10 & 4

Secure Site



Clearinghouse – Manual Subscription

- Navigation Area
 - **FACT Clearinghouse**
 - **Search Fact Clearinghouse**
 - Search by name, SID, DL, or MNU (Identifier from agency)
 - **Select Individual**
 - Select “Subscribe to This Record”
 - Click tab for Applicant Purpose and select ORI with [RBC:I] or [RBC:J] to send an FBI Rap Back request
 - An ORI without [RBC:I] or [RBC:J] will only receive Texas live records
 - Select “Create Subscription”

Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)

What would you like to do?

- **Subscribe to This Record**
- [View this Record's Texas & FBI Criminal Histories](#)

(SID=)

Your Agency is not subscribed to this applicant and will not receive any notifications.

Subscription Detail

Applicant Purpose (Required) (Please select a value) TX921310Z [RBC:J]

Subscription Key

Create Subscription

If you have an applicant that has been previously fingerprinted by a school district you might be able to manually subscribe without having to send them to go get fingerprinted. What you will do is search for them and pick an applicant purpose that has RBC:I or RBC:J this indicates that the fingerprints are eligible for FBI records. If you just see an ORI such as "TX921310Z" instead of "TX921310Z[RBC:I]" this means you are only receiving texas records.

Secure Site



Clearinghouse - Subscription List

Navigation Area

- o FACT Clearinghouse
 - Offline Applicant Management: **This feature will give you a list of everyone you are subscribed to.**

FACT Clearinghouse

New Users

- [New User Sign up](#)
- [Access and Dissemination Policy](#)

Current Users

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Offline Applicant Management](#)

Offline Subscription Management

Download
Request to have a list of your Applicants sent to you via the Message Center.

NOTE: You can verify applicants online via the worklist.

[Request](#)

Upload

Update a list of subscriptions to be extended or canceled.

[Upload](#)

[Offline Applicant Management User Guide](#)

[User Guide](#)

Download Subscription Listing

Request a Subscription Listing file by choosing one of the options below; you will receive it in your message center as an attachment.

File Type:

☒ All Active Subscriptions

☐ 30-Day Verification

☐ 30-Day Verification

Output File Format:

☒ Excel (Recommended)

☐ 100-Separated-Values

☐ Comma-Separated-Values

NOTE:

• CSV format will provide a plain text file that separate values with commas.

This file is intended for importing data to a database.

• TSV format will provide a plain text file that separate values with tabs.

This file is intended for importing data to a database.

[Back](#) [Request](#)

Account Management

[New User Sign up](#)

[My Account](#)

[Message Center](#)

[Help & Support](#)

SID	ORI	OCA	NAM	DOB	VAL	HasTexasSubscription	FRB Subscription Status	FP Date	SSN
123	TXO		ADAMS, JOE	5/13/1994	2021-03-18	Y	SUBSCRIBED	9/19/2017 1:10:21 PM	0
1234	TXO		ALLEN, JOE	1971-09-23	2016-01-13	Y	ELIGIBLE	11/15/2017 5:27:45 PM	0
12345	TXO		BAILEY, JOE	1960-06-18	2021-08-25	Y	SUBSCRIBED	8/24/2021 1:38:59 PM	0
123456	TXO		CALDERA, JOE	1987-12-28	2016-01-13	Y	NOT ELIGIBLE		0

Message Center will have the subscription list on an Excel spreadsheet.

****If spreadsheet is saved in computer, ensure to encrypt it****

In order to get to your full subscription list you will follow these steps. In this same link you can find a guide to mass unsubscribe in a "batch"

Secure Site

Clearinghouse - Subscription List

• FRB Subscription Status

NOT ELIGIBLE	The fingerprints submission for the applicant was processed prior to June 1 st , 2015 or they were rejected by the FBI. The FRB subscription cannot be created until the applicant is re-fingerprinted and accepted by the FBI.
ELIGIBLE	<p>The fingerprints submission for the applicant is eligible for an FRB. The eligible fingerprints will be submitted to the FBI once the FBI initial response is received or when manually creating a subscription.</p> <p>The fingerprints that were submitted and did not automatically enroll for the FBI Civil Rap Back Program between June 1st, 2015 and January 15th, 2018 are also eligible. Contact the Fingerprint Services Unit to enroll the applicants to the program.</p> <p>512-424-2474—Option 6</p>
PENDING	The eligible fingerprints submission from the applicant has been submitted to the FBI to create the FRB subscription.
SUBSCRIBED	Confirmation that the FRB subscription has been established for the agency and is active.

F	G	H
HasTexasSubscription	FRB Subscription Status	FP Date

F	G	H
HasTexasSubscription	FRB Subscription Status	FP Date
Y	NOT ELIGIBLE	1/12/2015 4:51:32 PM
Y	SUBSCRIBED	7/31/2018 7:14:23 PM
Y	SUBSCRIBED	9/15/2020 6:20:32 PM
Y	SUBSCRIBED	8/25/2015 2:35:05 PM
Y	ELIGIBLE	9/23/2016 3:22:30 PM
Y	SUBSCRIBED	7/6/2021 4:45:02 PM
Y	NOT ELIGIBLE	9/16/2013 6:35:29 PM
Y	NOT ELIGIBLE	12/2/2016 3:21:06 PM
Y	SUBSCRIBED	3/9/2021 6:35:46 PM
Y	SUBSCRIBED	8/4/2016 1:38:54 PM
Y	NOT ELIGIBLE	11/10/2010 9:10:32 AM
Y	NOT ELIGIBLE	4/27/2015 4:37:39 PM
Y	SUBSCRIBED	8/10/2020 10:35:34 PM
Y	ELIGIBLE	9/23/2016 3:07:50 PM
Y	NOT ELIGIBLE	9/13/2016 7:35:45 PM
Y	NOT ELIGIBLE	10/25/2010 9:01:47 PM
Y	SUBSCRIBED	8/20/2020 4:52:29 PM
Y	SUBSCRIBED	3/1/2019 2:24:19 PM
Y	SUBSCRIBED	7/15/2019 3:24:30 PM
Y	SUBSCRIBED	8/13/2018 4:16:31 PM
Y	SUBSCRIBED	4/6/2020 9:48:06 AM
Y	NOT ELIGIBLE	5/28/2015 5:18:59 PM
Y	NOT ELIGIBLE	4/22/2016 8:49:02 AM
Y	NOT ELIGIBLE	11/27/2013 12:43:51 AM
Y	ELIGIBLE	9/30/2016 10:11:28 PM
Y	NOT ELIGIBLE	7/16/2016 8:18:05 AM
Y	SUBSCRIBED	3/5/2019 2:19:50 PM
Y	NOT ELIGIBLE	9/21/2010 7:27:13 AM
Y	SUBSCRIBED	11/8/2019 2:27:46 PM

You need to address all the names on your list that have a "Pending" status by calling FSU and you will have to get "Not Eligible" status individuals re-fingerprinted.

Secure Site

Clearinghouse - Subscription List



SID	ORI	OCA	NAM
123	TX0		ADAMS, JOE
1234	TX0		ALLEN, JOE
12345	TX0		BAILEY, JOE
123456	TX0		CALDERA, JOE

Agency Name	ORI
DFPS	TX227019T
DSHS	TX920390Z
HHSC	TX921940Z
DFPS	TX921960Z
DFPS	TX922080Z
DFPS	TX922120Z
DFPS	TX922160Z
DFPS	TX922250Z
DFPS	TX923503Z
DSHS	TX923641Z
HHSC	TX923664Z
DFPS	TXAWA000Z
DPS-NCPA	TXFACT00Z
DPS-NCPA	TXFACTV0Z

If the subscription you are needing was fingerprinted with an ORI's listed above, the individual would have to be **re-fingerprinted** with your agency's LEE Service Code that contains your ORI or TEA's service code. Please **unsubscribe** to that record immediately. A new subscription will be created when the applicant is printed using your LEE service code.

Please communicate with TEA to determine if any of the individuals you find will be required to be fingerprinted using their service code.

If you do not need the subscription, please unsubscribe. If your agency has over 10,000 that need to be removed, please contact our Fingerprint Services Unit prior to unsubscribing.

Make sure to check all the ORI's on your list if you see any of the ORI's listed above you will need to contact our Fingerprint Service Unit to remove them and you will need to have those individuals re-fingerprinted.

If they are employees use your service code and upload to TEA if they are contractors use your LEE service code.

Secure Site



Clearinghouse - Unsubscribing Navigation Area

- o FACT Clearinghouse
- o Search Fact Clearinghouse
 - o Search by name, SID, DL, or Subscription Key (Identifier from agency)
- o Select Individual
 - o Select **"Manage this Records Subscription"**
 - o Select Unsubscribe

Applicant Search

Read Me
You can search for applicants directly associated with your organization or for applicants in the FACT Clearinghouse that are indirectly associated with your organization.
Once an applicant has been found, you may review their Consolidated Response and then optionally subscribe to their record.
If you are unable to locate an applicant, they may not be part of FACT Clearinghouse or may be under a different name or not accessible to your agency.

Name to Search
Instructions
When entering names, do not enter nicknames or initials.

Last Name (Required)

First Name (Required)

Date of Birth Year

Date of Birth Month

Date of Birth Day

Your Agency is subscribed to this applicant and will receive notifications for certain events.

Subscription Detail

Applicant Purpose (Required)

Subscription Key

This is how you unsubscribe. The easiest is SID number confirm picture and detail and then unsubscribe.

Secure Site



Clearinghouse Search History

- The FACT Clearinghouse Search History allows agencies to monitor the views that are being processed by their data users on the TX DPS Secure Site. In addition to monitoring the views, it will show which views incurred a fee for your agency

FACT Clearinghouse

Home

View Worklists

Search FACT Clearinghouse

Clearinghouse Search History

Purchase Credits

Notification Settings

Offline Applicant Management

Additional Resources

Clearinghouse Search History

Filter by User

User Name [Look Up](#)

Selected User

Filter by SID

Specify SID [Look Up](#)

Filter by Date

Search by Month/Range ☒ Month ☐ Range

Change Time Frame

Either select a time frame or enter a username/SID to view the records.

Show Only Billable Accesses ☐

12 result(s)

User	Applicant Name	DPS_NBR	DOB	Key Text	Access Date	Billed
Leatha	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
joa	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
michellish	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
almas	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
mwmorrison	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
smrc	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	

When utilizing any of the search options, a checkmark (✓) will appear in the column “Billed” for any of the searches that were charged to the agency. Select “Show Only Billable Accesses” to only view the searches that were billed

This is the way you can see what everyone on the account is doing. Do not look for anyone other than your employee that will be working on a current school contract If you lookup & do not subscribe, you must have documentation for reason.

Easiest way to read it is – by date

Audit



- TX DPS and FBI Audit – Every 3 years
- 2 Types of audits
- Onsite
 - Split into 2 parts:
 1. Electronic part
 - Electronic questionnaire, electronic records verification, supporting docs requested by auditor
 2. Onsite part.
 - Onsite Inspection
- Electronic Audit
 - All information will be submitted to auditor electronically and will require additional items, an example of this is these audits require pictures of secure areas, workspaces and floor layout.
- Who Should Attend Onsite Audit?
 - Account Supervisor for Secure Site
 - Data Users (optional)
 - IT personnel (optional)
 - If needed, you may include individuals who make the decisions for the agency. (example: Directors, Managers, and Supervisors)
- Time Frame for Audit
 - An onsite audit will average 2 hours long.
 - It can last longer if the agency has additional questions or requires additional training.
 - The electronic process will be assigned a 7-business day deadline to respond to the audit findings.

Onsite:

E audit submitted

Documentation

Policy

E audit also need sent:

Layout / photos

Audit



Compliance Tips

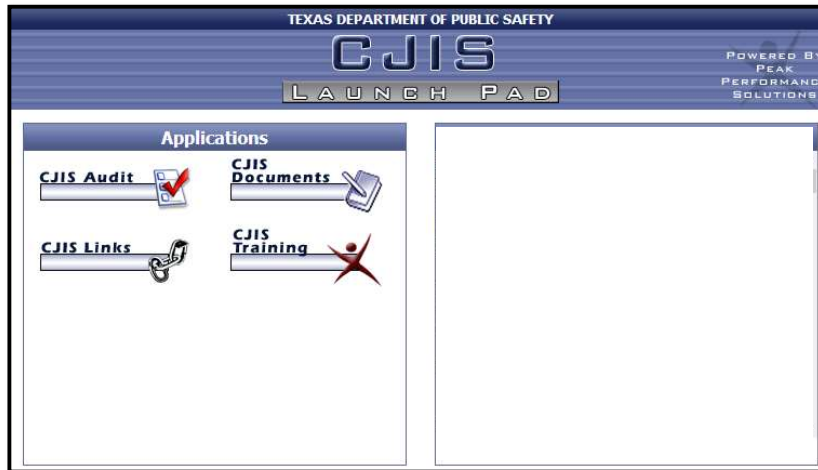
- Become familiar with the CJIS Launch Pad
- Have policies regarding the use of CHRI per the Access & Dissemination Policy and the CJIS Security Policy
- Take the required trainings
- Keep justification of why CH was searched for a minimum of 3 years (audit to audit)
- Ensure the security of physical and electronic CHRI



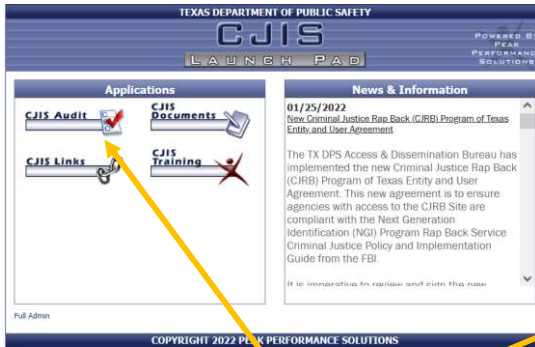
CJIS Launch Pad



<https://texas.cjisapps.com/noncrim/launchpad/>



CJIS Launch Pad - Audit



• Electronic portion of the audit questionnaire

- You are able to log in as many times as you need to complete or view your current or past audit questionnaires

To documents & Electronic Audits

CJIS Launch Pad - Documents



TEXAS DEPARTMENT OF PUBLIC SAFETY
CJIS
LAUNCH PAD
POWERED BY
PEAK
PERFORMANCE
SOLUTIONS

Applications

- CJIS Audit ✓
- CJIS Documents** ✓
- CJIS Links
- CJIS Training ✗

News & Information

TEXAS DEPARTMENT OF PUBLIC SAFETY
CJIS
LAUNCH PAD
POWERED BY
PEAK
PERFORMANCE
SOLUTIONS

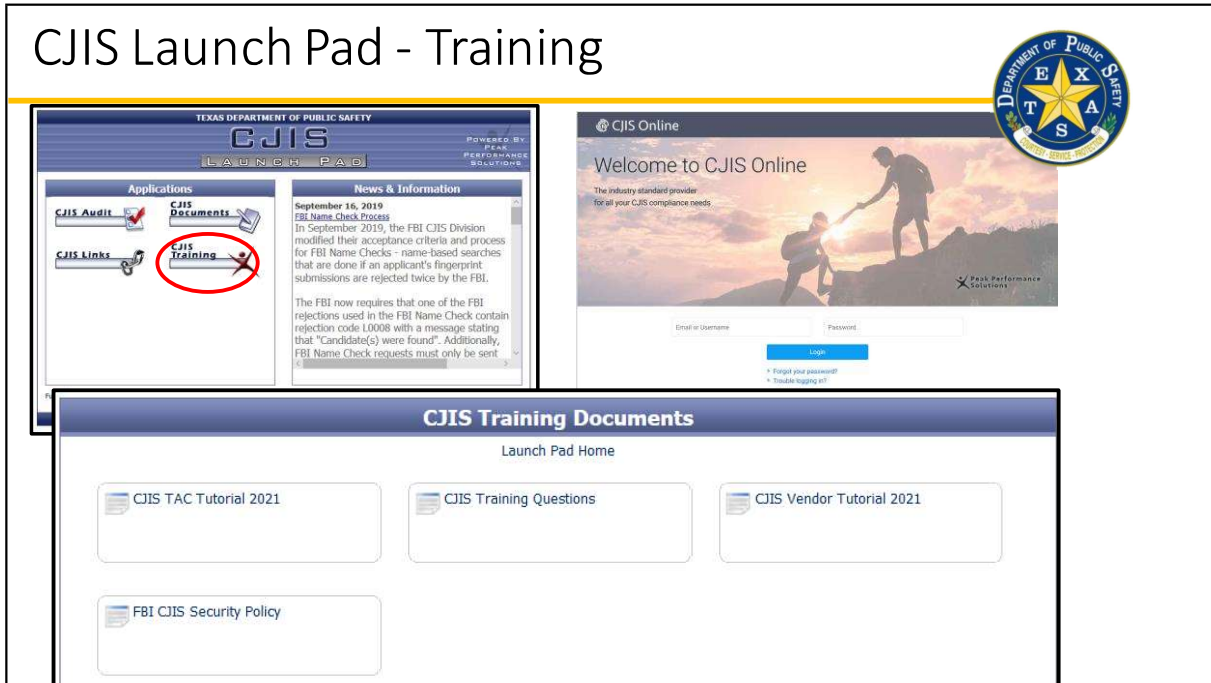
CJIS Documents

Launch Pad Home

- FACT - Fingerprinting (9)
- Outsourcing Standard (8)
- Access & Dissemination Policy
- CJIS Systems Access Policy
- DPS Secure Site Contact Information
- Incident Reporting Form
- NCJU Audit Evaluation Form
- NCJU Training Evaluation Form
- Secure Website Training Reference Manual
- Name Based (4)
- Best Practices for Electronic Storage
- Deactivation Form
- End of Life OS - Vista-XP
- Management Control Agreement (Criminal Justice Only)
- NCJU Audit Packet
- Sample 'Written Policy'
- Security Addendum (Criminal Justice Only)

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CJIS Launch Pad - Training



Has TAC Tutorial

After first test completed – system will take over notifications

Training is on a separate database from the SS & does involve testing every 2 years

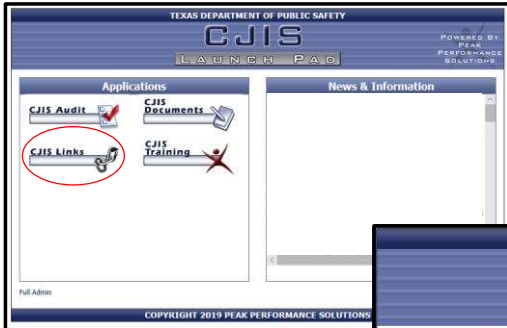
Compact council – DOJ – FBI – Enforcement by FBI & State

Required of all individuals with access to FBI CJI in any form or format

If failed, questions will be different on next try

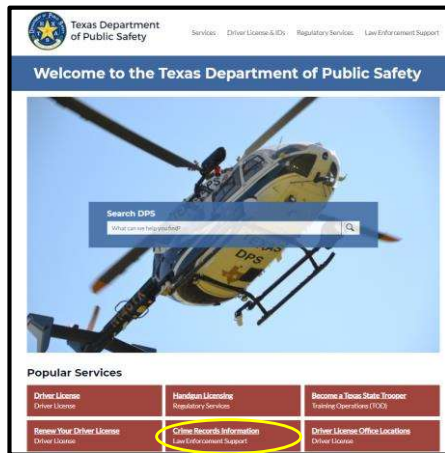
Recommend - Should be part of original hiring process for those individuals or contractors (IT before they access computer systems)

CJIS Launch Pad - Links



Crime Records Link

<http://www.dps.texas.gov>



Secure Site Contacts



Criminal History Inquiry Unit

Email: NCJU@dps.texas.gov

Phone: 512-424-2474, option 1

ADB Support Unit

Email: ADBSUPPORT@dps.texas.gov

Phone: 512-424-2474, option 5

Audit and Training Unit

Email: CJIS.Audit@dps.texas.gov

Phone: 512-424-2474, option 3

Fingerprint Services Unit

Email: Fingerprint.Service@dps.texas.gov

Phone: 512-424-2365, Option 6

Billing Unit

Email: CRS.Billing@dps.texas.gov

Phone: 512-424-2474, Option 4



Leave us a Review!

